State of Michigan
"SDS - a Single Delivery System"
Transition Plan

General Information

Project ID / Acronym:	SDS	***Date:***	01/01/2007
Organizational Title:	Data Warehouse Team	***Modification Date:***	03/01/2007
Author(s):	Project Manager	***MDIT Authorized by:***	

Privacy Information

This document may contain information of a sensitive nature. This information should not be given to persons other than those who are involved in the "SDS - a Single Delivery System" project or who will become involved during the lifecycle.

Table of Contents

1. Overview

1.1 Project Objectives

Data Warehouse redevelopment for federal mandated changes and database re-design.

It has been jointly determined that the multiple automated systems for benefits programs be replaced with a Single Delivery System (SDS). SDS replaces three existing heavily-used applications. This significantly impacts the data warehouse requiring major database design changes as all data warehouse programs must be rewritten to directly reference the federally-mandated changes as well as common model changes.

The re-design changes allow the data warehouse to become a repository for cleansed addresses untethered to persons or organizations and reduces redundant data.

The number one goal of the entire project continues to be *workload relief* for user staff.

I. Project Results /Deliverables
- A design for a single instance of the data shared by the organizations
- A set of guidelines for designing the non-shared data in order to make it interact effectively with the shared data
- A guideline for converting the existing warehouses to the new format
- A guideline for implementing privacy and confidentiality laws and practices
- An agreed upon set of definitions for shared data and a common terminology
- Identify business champions for the next phase of the project
- An agreed on uniform customer identifier for the common data
- A set of guidelines for data access

1.2 System Description

The original purpose of the Data Warehouse was to support the federal reporting process and the main agency system.

The Data Warehouse helps provide better service to Michigan residents. Agencies or programs individually collect information about recipients. As a result a recipient might be receiving overlapping services from multiple agencies or programs.

The Data Warehouse helps determine exactly how many clients are receiving services and how much overlap might exist. Workers provide better service to clients by cross-referencing with other programs. In addition, managers design programs and better allocate resources based on an accurate picture of the client population and its needs. The Data Warehouse has also been used to detect cases of fraud and abuse of programs.

Presently, 6000 users access over 500 reports generated from the data warehouse and monthly queries number over 50,000.

Users need access during business hours, M-F. Users consist of SOM employees, participating agencies, and vendors/contractors.

1.3 Plan Objectives

The following individuals will be needed in some capacity to successfully compile and/or execute parts of this plan:

- Developer1
- Developer2
- Developer3
- Developer4
- Data Warehouse Manager
- Project Manager
- Application Manager
- Configuration Management Manager

1.4 References

SDS Requirements Specifications (SEM-0402)
SDS Functional Design Document (SEM-0501)
SDS System Design Document (SEM-0604)

1.5 Outstanding Issues

All stored procedure must be recompiled. Any stored procedures that do not contain the original source program language cannot automatically recompile. There is a script available from NCR to identify such stored procedures. Any of these stored procedures must be manually re-created and the source program language saved with the stored procedure.

Any triggers created in earlier versions may not function properly. They may require changes to conform to new standards.

2. Infrastructure Services

This project constitutes a change of infrastructure in the development, production, and staging areas of the Data Warehouse. The data must remain browser accessible via internet/intranet to users during business hours, Monday – Friday.

The projected changes require modification and additions to the current batch processes, BTEQ queries, and the number of MultiLoad jobs of warehouse data. They involve possibly all 2319 production tables and the following software:

- Teradata V2R5.1
- WEB Intelligence (primary)
- Queryman
- Business Objects
- Microsoft Access
- Teradata Utilities (Fastload, MultiLoad)
- COBOL
- FastETL
- Dt-Studio

The platform is NCR 5450, the Bull mainframe, and Oracle Server.

Users consist of SOM employees, participating agencies, and vendors/contractors.

3. Operational Scenarios

The Data Warehouse Team currently supports a wide variety of activities that must continue during the transition including:

- Ensuring that all of the data on the warehouse is available to the 350+ users
- Monitoring the daily data load activities

Operations team members will accomplish this by using the ETL template as developed by the Data Warehouse. Job flows will be changed to reflect the activities in the ETL template in order to move programs from the test area to production.

Ensuring the availability of information on the Data Warehouse requires maintenance, monitoring, and performance tuning of over 2300 database tables (files) comprising over 600 gigabytes of computer storage. Programs run nightly to add new data from the legacy mainframe systems.

Until roll out is complete (and all recipients have transitioned to the new system), users might have to continue to use both SDS and the Legacy system to perform some work functions.

During transition, statewide individual demographics will be provided, but not case addresses.

During the transition phase, only data from the conversion month forward will be provided for recipients in SDS.

4. Transition Planning

4.1 Release Process

Version Manager is used to version and secure each version of the release. The Repository is managed by the project team for the database level access. Each release is housed in its own work area.

The Repository has the following work areas for documentation and source code: Processes and Standards, Data Warehouse, Infrastructure Ops & Support, Data Management. Refer to the *Version Manager Usage.*doc for more details on the way the Repository is used.
Only the version of code attached to the remedy ticket that is being promoted will be sent through the environments. The developer can check in a new version of the code but it will not be migrated. The version number of the deliverable in the repository is present on the sign off page. Once again, further versions of the deliverable can be created but will not be considered signed off until the sign off sheet is recirculated.

Current data will be converted as well as historical data with a cut-off date of 12/31/2003.

4.2 Data Migration

The Conversion Mode is only used one time per case number. Specifically, after a case has been converted, if the calculated benefit amounts do not match the Legacy benefit amounts, staff (user) must use case mode to rectify the discrepancy.

Ongoing reports after the conversion will report on the remaining number of cases in Conversion Mode.
Impact of cases remaining in conversion mode: When a case is in conversion mode, it means that the input data does not support SDS rules to arrive at the same benefits. When these cases are subject to batch updates such as interface income changes or time dependent changes, SDS will not be able to automatically update and dispose these cases. These cases will throw an exception in Mass Updates prior to Disposition, and the user will need to resolve these updates in addition to the conversion benefit mismatch.

Accessibility: When the case is converted, the case mode is set to Conversion. When a case is in conversion mode, and the benefits match, disposition will dispose of the case and set the case mode to Ongoing. When benefits do not match, the staff (user) will need to modify the case by selecting the Conversion mode.

During the Conversion process, all verifications are set to ‘Conversion’. If data is modified online, a different verification will need to be entered once the case is out of Conversion mode.

If users would like to view case data without making modifications, Ongoing mode is available for read-only access.

4.3 Problem Resolution

The Remedy Tool is used to document and track issues during transition. Tickets related to the application source code are reviewed, prioritized and converted to IT Tickets. Once the IT Remedy ticket is created, Remedy is also used to track CI name and version relating to the fix. The IT Tickets are also used to track migration requests to the various environments. Refer to the *Remedy for Development and Testing.doc* for more information on the Remedy Tool.

4.4 Transition Schedule

Systems will transition in this order:

SYSTEM 1

Module Name	Platform	Module Description	Owner	Interface
"A"	External System	QA Tool	Developer1	Data Warehouse
"B"	External System	QA Tool	Developer1	Data Warehouse
"C"	External System	Form Field Populator	Developer1	Data Warehouse
"D"	External System	Federal System	Developer2	External System, with BULL acting as a recipient for file
"E"	BULL	Day Care Payments	Developer5	
"F"	BULL	Similar to child day care recoupment	Developer6	SWSS - for discovery of O/I

SYSTEM 2

Module Name	Platform	Module Description	Owner	Interface
State Police Background Check System	External System	Background Checks	Developer3	Data obtained from BULL Mainframe
"G"	External System	County Funds dispersement finance management tool	Developer2	CIMS (Address Match) MAIN (Vendor Address Match)

SYSTEM 3

Module Name	Platform	Module Description	Owner	Interface
Vendor Payments	BULL	Automated payments	Developer4	MAIN
"H"	BULL	Calculating and initiating adjustments	Developer5	Income Tax Offset Treasury - MARCS FNS - TOP
Welfare Debt	BULL	Identifies eligible debts on the ARS database	Developer1	Income Tax Offset Treasury - MARCS FNS - TOP
"I"	BULL	Benefit Issuance processing to vendors	Developer3	MAIN
"J"	BULL	Creates a snap-shot of all active cases	Developer5	BULL Batch Processes

The plan remains for the pilot counties to "go live" on Nov 13, 2007. The statewide rollout will start in February 2008 and end six months later in July. The following chart shows the implementation timeline:

Rollout Schedule – November 2007 Pilot

Implementation Timeline							
07-Nov	07-Dec	08-Jan	08-Feb	08-Mar	08-Apr	08-May	08-Jun
Pilot Nov.13th Barry/Eaton & Central Staff			Wave 1 Region 3	Wave 2 Region 4	Wave 3 Region 5	Wave 4 Region 6	Wave 5 Region 7

Approval Information

The signatures relay on an understanding of the purpose and content of the document by those endorsing it.

☐ Accept ☐ Reject ☐ On Hold ☐ Need Clarification ☐ Other:

	Name / Title	Signature	Date
Client Sponsor			
DIT Sponsor			
Project Manager			